

# AYOUB IKRAM

## CUSTOMER SERVICE AGENT

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CASABLANCA, MOROCCO

### PROFILE

I am an enthusiastic and passionate person to work and build my career. I have good interpersonal and communication skills, a fast learner, and also I constantly want to learn new things. Determined to be an asset to any customer service team by providing positive experiences and impressions for clients. Excellent time management skills. Bilingual, hardworking, really excited and ready to join my team.

### EXPERIENCE

English teacher, Online      I made exercises to teach the students in an easy and funny ways  
Focus on listening, reading, and memorizing words.  
Bogotá, Colombia. May, 2021.

### LANGUAGES

★★★★★ Arabic  
★★★★☆ English  
★★★☆☆ French  
★★☆☆☆ Spanish

★★★★★ Fast Learner  
★★★★★ Adaptability  
★★★★★ Multitask  
★★★☆☆ MS Office

### SKILLS

★★★★★ Communication Skills  
★★★★★ Work Under Pressure  
★★★★★ Customer Service  
★★★★★ Computer Skills

### EDUCATION

Law degree (bachelor), Hassan II University of Casablanca, Casablanca, June 2018 – December 2020.

### COURSES AND CERTIFICATIONS

- English course, Intermediate and advanced level, National University of Colombia, Bogotá, March 2021 – Current.
- French course Intermediate level, National University of Colombia, Bogotá, March 2021 – Current.
- English certification, June 2021.
- Driving License.